



THE UPPER DECK COMPANY

Damage or Shortages Policy

Effective after shipment arrival date of 11/15/2007

Damage & Shortage Claims

All damaged shipments must be reported within ten (10) business days of date of delivery to the corresponding sales coordinator or sales manager.

Damages reported after ten (10) business days will not be acceptable.

Customer must provide the following information:

1. Pro # or Tracking #
2. Product description
3. Quantity in question
4. Description of damage
5. Copy of signed delivery receipt, if applicable
6. For damages valued at \$1000 or greater, photographic evidence is **required** and **must** be provided with the claim to Upper Deck.

All damages must be indicated on the bill of lading or delivery receipt, if applicable. Any notation is acceptable for example; some damage, damage to pallet, crushed boxes, shrink wrap torn, bands broken, or open/re-taped boxes. Specific quantities are not necessary at time of delivery although helpful. As long as a notation is made that there is a problem, the claim quantity can be filed at a later date.

Signing free and clear with no notation will be considered as a release of all damage/shortage claim responsibility. In the event, the carrier does not allow notation of damages upon receipt, the customer should accept the shipment and call their corresponding sales coordinator or sales manager within **24 hours** upon delivery otherwise the claim may not be honored.

Refused shipments returned to The Upper Deck Company may not be honored if prior approval has not been obtained from The Upper Deck Company.

Concealed damages or shortages

All claims for concealed damages or shortages will be considered on an individual basis. However, these claims must be reported within ten (10) business days from delivery receipt to be considered.

Deductions and Adjustments

Customer may not reduce invoice without prior written consent of The Upper Deck Company.

The Upper Deck Company reserves the right to decline claims due to damages if delivery receipt or bill of lading does not indicate damage and/or claims filed late.